**QI Award Project:** **Improving the CT DPH Databases so that Race, Ethnicity, Gender and Other Sociodemographic Data Meet Federal Standards**

**12/21/2012**

Customer Comments from the Customer Satisfaction Survey 10/26/12:

1. “It is nice to set standards but the standards must be followed. This exercise was useful in demonstrating the gaps between the standard and what is actually being collected.”
2. This project will add value to “reporting statistics, ability to share data between silo systems”
3. “The issues proposed for change really would not have improved my databases, and the cost and time associated with the any valued added was significant.”
4. “I should hope this project would continue its work.”
5. “There are practical limitations that severely limit some program's ability to make database changes. The opportunity to make changes required by QI standardization efforts make occur only during small windows in a programs' CY or funding year. Consequently, the impetus for change needs to be present at the time this window opens to catalyze staff thinking and to make change happen. Staffing changes and reorganizations make it more likely that recommendations will be forgotten over time. Ongoing monitoring of opportunities for program change may be needed to implement a comprehensive change process.”
6. “This project was the much needed next step following the agency's approval of the sociodemographic data collection policy in 2008. From the meetings with database managers, a lot of knowledge about the barriers to making changes in systems was gained. Database managers looked at their data from a different perspective and had the opportunity to share information that they value, but which others had previously never asked them about. This project was valuable because it: 1) engaged stakeholders across the agency spectrum; 2) defined the focus of change as databases that are within the agency's control; 3) made clear that data collection forms must change if electronic systems change; and 4) produced tools (flow chart, data collection change form, database change form) that support regular assessment of database compliance with the sociodemographic data collection policy.”

Project team member comments from the self and team-assessment survey 11/20/12:

1. “I am always interested in improving data collection so I found this project to be very beneficial to me. I hope others on the team felt the same. I am concerned that as this improvement process is expanded to others within DPH it might be considered a burden. “
2. “Overall, I think this was a great project. I felt this was a good learning experience for me – which is always nice. The team leader and consultant were great. I am not sure if all of the team members were totally committed to the project. Perhaps the evaluation results will shed some light on this issue.”